Superchips Model 3805 *flashpaq* Tuner
2003-2007 Dodge Ram 5.9 L Cummins
2500 & 3500 Series and 2500 & 3500 Mega Cab

Vehicle Programming Instructions

PLEASE READ THIS ENTIRE INSTRUCTION SHEET BEFORE YOU PROCEED

Thank you for choosing Superchips' new FLASHPAQ Tuner, a state-of-the-art, high powered tuning and data acquisition[1] tool. We listened to our customers and created this product from your requests.

The new FLASHPAQ Tuner includes the following features:

Internet Updateable – Supports web updates
Built-In DTC Definitions – No lookup manual needed
Built-In Help Screens – Reduces need for user manual
USB Communications – Connects to any PC[2] with USB
Custom Application Upgradeable – Download customs
Multiple Tuning Levels – User Selectable Tuning Types
Increased User Options – Allow user more control
Ergonomically Designed Case – Fits well in hand
Large, SoftKey Buttons – Easy operation
Permanently mounted cable – No assembly required
300% Bigger Screen – Includes graphics support
BackLight Screen – Easy to view day or night

Your 3805 FLASHPAQ tuner is setup specifically for your 2003-2007 Dodge RAM 5.9 L Cummins. The 3805 FLASHPAQ houses specialized databases that contain optimally calibrated, individual vehicle application, performance programs. Superchips calibrations include optimization of the entire power band – from idle to redline!

Superchips calibrations include Performance and Performance Tow for stock vehicles. These Superchips calibrations include a raised engine rev limiter, raised WOT shift points, and a raised vehicle top speed limiter. The Performance Tow tuning allows for towing up to the vehicle manufacturer's limits. Check www.flashpaq.com for additional tuning levels.

The Superchips 3805 FLASHPAQ also offers users the following options:

Adjustable Tire Height (Correction of Speedometer)

Raised Idle – Enable / Disable

Log on to www.flashpaq.com for additional updates.

Caution
Towing while the Performance tuning level is selected is not recommended and may cause damage to your vehicle. This damage is not covered by your vehicle warranty or by Superchips warranty.

---

[1] Visit www.flashpaq.com for availability

Table of Contents

[2] Windows XP, 2000 or higher (MAC, UNIX, LINUX Not supported)

Refund Policy

If for any reason during the first thirty (30) days after your purchase of a new Superchips product ("Product"), you may return it to the place you bought it for a full refund of the purchase price, credit or a replacement Product at the dealer's discretion. This Guarantee does not apply to products purchased from auctions nor does it apply to Products purchased used. Follow these procedures to get your refund or replacement.

1. If you are returning a MicroTuner or Flashpaq, use the MicroTuner or Flashpaq to return your vehicle to the stock settings for the vehicle. Instructions are included in the user manual.
2. Put the Product back in its original packaging.
3. Make a copy of your sales receipt. The sales receipt must be from the location where you purchased your Product and must include the name of the business, its address, and the part number or description of the applicable Superchips Product. Invoices, credit card statements, or sales receipts from an online payment service company will not be accepted.
4. Return the Product in its original packaging with a copy of the sales receipt to the place of purchase.

Superchips, Inc.
Limited Warranty

What is Covered? This warranty covers any defects in materials or workmanship in any product sold by Superchips or its affiliates through its authorized dealers ("Product"). Warranty is valid only for new products purchased through Authorized Dealers; (Proof of purchase is required for all warranty claims).

How Long Does the Coverage Last? This warranty lasts for one (1) year from the date of purchase. Coverage terminates if you sell or otherwise transfer ownership of the Product.

What will Superchips Do? Superchips will repair or replace the defective or malfunctioning Product or any defective or malfunctioning part thereof at no charge. This warranty covers parts and labor only. Superchips will reimburse you for all reasonable shipping charges within the first thirty (30) days of purchase.

What Does This Warranty Not Cover? This warranty does not cover any problem that is caused by abuse, misuse, acts of God, or improper installation or repair by non-Superchips personnel. This warranty does not cover Products purchased used nor does it apply to Products purchased from auctions or entities that are not Superchips' authorized dealers. This warranty does not cover damage to your vehicle. Use of the Product to change the performance characteristics of your vehicle could invalidate the warranty provided by the vehicle manufacturer. Consult your vehicle warranty before using the Product on your vehicle. **SUPERCHIPS SHALL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

How Do You Get Service? If something goes wrong with your Product during the warranty period, use the following procedure to return the Product to Superchips.

1. Call Superchips' Customer Service at 1-888-227-2447 Monday through Friday from 8:00 am to 5:00 pm EST to request a Return Authorization ("RA") number.
2. Mark the outside of the shipping package with the RA number. Packages that are not marked with the RA number will be refused.
3. Make a copy of your sales receipt. The sales receipt must be from the location where you purchased your Product and must include the name of the business where you purchased the Product and the address of such business. Invoices, credit card statements, or sales receipts from an online payment service company will not be accepted.
4. Send the Product, postage paid, the copy of the sales receipt, a brief written description of the problem, and your contact information to:

Superchips, Inc.
1790 East Airport Blvd
Sanford, FL 32773
Attn: Warranty Claims

We will inspect the Product and either repair it or replace it with a new or rebuilt Product. We reserve the right to use refurbished parts when making repairs.

Your Rights Under State Law: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Your Vehicle's STOCK Program

The FLASHPAQ Tuner stores a copy of your vehicle's original stock computer program. To begin, your vehicle's computer must contain the manufacturer's STOCK factory program. If you have used a programmer from another aftermarket company you must use their product to return your computer back to STOCK condition before proceeding. If you have an aftermarket performance-enhancing electronic device installed, it must be removed prior to using the Superchips FLASHPAQ Tuner.

About Maximum Trailer Weight

The original manufacturer of your vehicle has specified a Maximum Trailer Weight for your vehicle. It may be found in your vehicle owner's manual.

This Superchips product is designed to increase your engine power and performance. It does not change the engine, suspension or drive train characteristics that limit the maximum trailer weight your vehicle is designed to tow. Towing trailer weights above the maximum trailer weight specified by the vehicle manufacturer may cause transmission or other damage.

If you wish to tow greater than the maximum trailer weight for your vehicle, modifications to your vehicle may need to be made. Consult your performance auto mechanic for the proper vehicle modifications.

Damage caused by towing weights greater than the maximum trailer weight specified for your vehicle shall not be the responsibility of Superchips Inc.

Important Note Regarding Storage of Your *flashpaq* Tuner

It is not recommended to store your FlashPaq Tuner in your vehicle in extreme heat, direct sunlight, or extreme cold (temperatures near or below freezing). These conditions can cause malfunction or damage to the FlashPaq Tuner not covered by the Superchips Inc. warranty.

Your Vehicle and Service Centers

If you need to return your vehicle to a service center, restore the vehicle's program to its STOCK program. The service center might reprogram your vehicle with an updated STOCK program without your knowledge. If your vehicle has not been returned to its STOCK program prior to service, the Superchips FLASHPAQ Tuner will no longer be able to program your vehicle. Such a failure is not covered by the Superchips Inc. warranty.

Vehicle Preparation

Before connecting the FLASHPAQ Tuner to your vehicle, make sure that:

*   All power-draining accessories are turned off, including radio, lights, cell phones, etc., The FLASHPAQ Tuner needs full battery voltage to program your vehicle.
*   Ensure your vehicle battery is fully charged and not connected to a battery charger.
*   Do not leave the FLASHPAQ Tuner connected and unattended for any length of time. This prevents unnecessary battery drain.
*   Do not remove the programming cable during any programming sequence. Please follow the FLASHPAQ Tuner display screens.
*   Towing is only allowed using the Performance Tow tuning level.
*   Do not tow with the Performance tuning level selected, it is NOT recommended.


Caution

Towing while the Performance tuning level is selected is not recommended and may cause damage to your vehicle. This damage is not covered by your vehicle warranty or by Superchips warranty.

Section A – Overview of *flashpaq*

1. Understanding the hardware

Graphical Display

About
Set Screen Contrast
Set Screen Backlight

EXIT   NEXT   SAVE

SoftKeys Buttons
(Note screen relation)

USB Port for PC

Superchips

Vehicle Cable
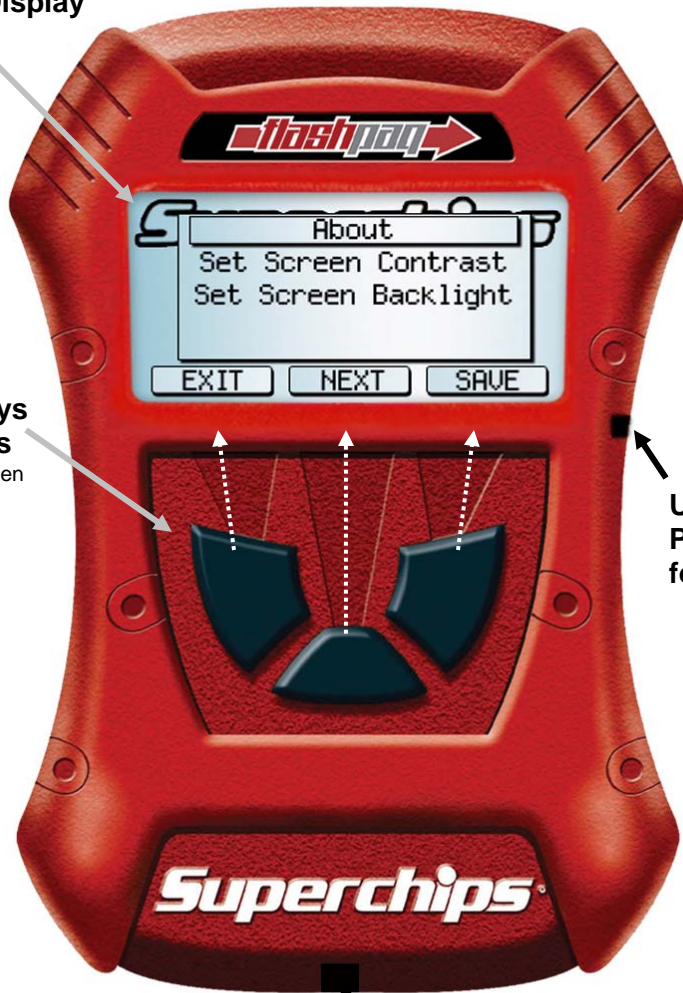
The screen text on your particular flashpaq Tuner may differ from the example above.

Section A – Overview of *flashpaq*

2. Connecting Flashpaq to my vehicle

The Flashpaq plugs into your vehicle's diagnostic port usually underneath the dash below the steering wheel (see white arrow).
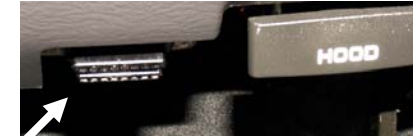
Diagnostic port close up

The port and cable are setup to only fit on one way. Typically the wider edge faces the top, as shown above.

3. The Opening Screen

When a Flashpaq is first powered up, the opening screen is displayed

FLASHPAQ Setup
Performance Tuning
Advanced Features

NEXT   ENTER

- **FLASHPAQ Setup – See Flashpaq Setup section**
  - **About**
  - **Set Screen Contrast**
  - **Set Screen Backlight**
- **Performance Tuning – See Performance Tuning section**
  - **Read Vehicle**
  - **Change Settings**
  - **View Settings**
  - **Program Vehicle**
- **Additional Features – See Additional Features section**
  - **Diagnostic Codes**
  - **Data Logging (visit www.flashpaq.com for updates)**
  - **Idle Up Enable**

Section A – Overview of *flashpaq*

4. Quick Start – The FLASHPAQ Setup

From the Opening Screen - FLASHPAQ Setup

*** Press DOWN to scroll as needed ***

1) **Press ENTER – after selection of FLASHPAQ Setup**
2) **Press ENTER – after selection of About**
3) **Screen Displays:**
    - **Product Description**
    - **Product Part Number**
    - **"Operating Software" Firmware (F/W) Version #**
        - **Visit www.flashpaq.com for latest updates**
    - **Calibration (Tuning File) Database Version #**
        - **Visit www.flashpaq.com for latest updates**
    - **Product Serial Number**
4) **Press EXIT – Returns to the Opening Screen**

- **From the FLASHPAQ Setup Screen – Set screen Contrast**

1) **Press ENTER – after selection of FLASHPAQ Setup**
2) **Press ENTER – after selection of Set Contrast**
3) **Press DOWN/UP & SAVE – adjusts screen Contrast to increase or decrease (text/graphics darkness)**

- **From the FLASHPAQ Setup Screen – Set screen Backlight**

1) **Press ENTER – after selection of Set Backlight**
2) **Press DOWN/UP & SAVE – adjusts screen Backlight to increase or decrease (screen brightness)**
3) **Press EXIT – returns to Flashpaq opening screen**

Section A – Overview of *flashpaq*

5. Quick Start – Program my vehicle with *Superchips* **NOW!!!**

Please follow the steps below to program your vehicle

- **From the opening screen**

*** Press DOWN to scroll as needed ***

1) **Press ENTER – after selection Performance Tuning**
2) **Press ENTER – after selection of Read Vehicle**
3) **Press ENTER – after selection of Read Stock**
4) **Follow ON SCREEN – Prompts including Vehicle Ignition ON requests *(DO NOT START VEHICLE!!)***

5) **Press EXIT – after Vehicle Read Completed**
6) **Press ENTER – after selection of Change Setup**
7) **Press ENTER – after selection of Power Level**
8) **Press ENTER – after selection of Performance or Tow**

9) **Press ENTER – selects Program Vehicle**
10) **Follow ON SCREEN – Prompts including Vehicle Ignition OFF/ON/OFF requests *(DO NOT START VEHICLE!!)***

Upon completion, remove cable from vehicle –

Your vehicle is now programmed with Superchips tuning! You may now start your vehicle.

Ignition Key Positions

Section A – Overview of *flashpaq*

6. <u>Quick Start – Program my vehicle with *User Options* **NOW!!!**</u>

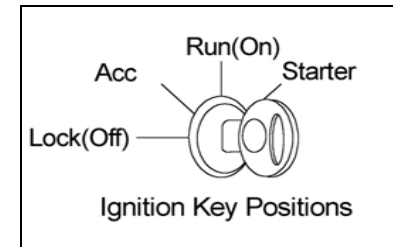**Please follow the steps below to program your vehicle**

- **From the opening screen**

*** Press DOWN to scroll as needed ***

1) **Press ENTER – after selection Performance Tuning**
2) **Press ENTER – after selection of Read Vehicle**
3) **Press ENTER – after selection of Read Stock**
4) **Follow ON SCREEN – Prompts including Vehicle Ignition ON requests *(DO NOT START VEHICLE!!)***

5) **Press EXIT – after Vehicle Read Completed**
6) **Press ENTER – after selection of Change Setup**
7) **Press ENTER – after selection of Power Level**
8) **Press ENTER – after selection of Performance or Tow**

9) **Press ENTER – after selection of Options**
10) **Press ENTER – after selection of Tire Size**
11) **Press PLUS/MINUS & SAVE – adjusts Tire Size Height**

12) **Press ENTER – selects Program Vehicle**
13) **Follow ON SCREEN – Prompts including Vehicle Ignition OFF/ON/OFF requests *(DO NOT START VEHICLE!!)***

Upon completion, remove cable from vehicle –

<u>**Your vehicle is now programmed with Superchips and user options! You may now start your vehicle.**</u>

Section A – Overview of *flashpaq*

7. <u>Quick Start – Return my vehicle to *factory stock* **NOW!!!**</u>

Please follow the steps below to program your vehicle

- **From the opening screen**

*** Press DOWN to scroll as needed ***

1) **Press ENTER – after selection of Performance Tuning**
2) **Press ENTER – after selection of Change Setup**
3) **Follow ON SCREEN – Prompts including Vehicle Ignition ON requests *(DO NOT START VEHICLE!!)***

4) **Press ENTER – selects Power Level**
5) **Press ENTER – after selection of Stock**
6) **Press OK – to set to Stock**

7) **Press ENTER – selects Program Vehicle**
8) **Follow ON SCREEN – Prompts including Vehicle Ignition OFF/ON/OFF requests *(DO NOT START VEHICLE!!)***

Upon completion, remove cable from vehicle –

<u>**Your vehicle's program is now returned to factory stock. You may now start your vehicle.**</u>

Section A – Overview of *flashpaq*

8. <u>Understanding the Menu Screens</u>

flashpaq
Main Menu

- *flashpaq* Setup
- Performance Tuning
- Advanced Features

flashpaq Setup

- About
- Set Screen Contrast
- Set Screen BackLight

<u>Displays</u> Firmware # Database # Serial #

Adjust Contrast 0-100%

Adjust BackLight 0-100%

flashpaq Setup
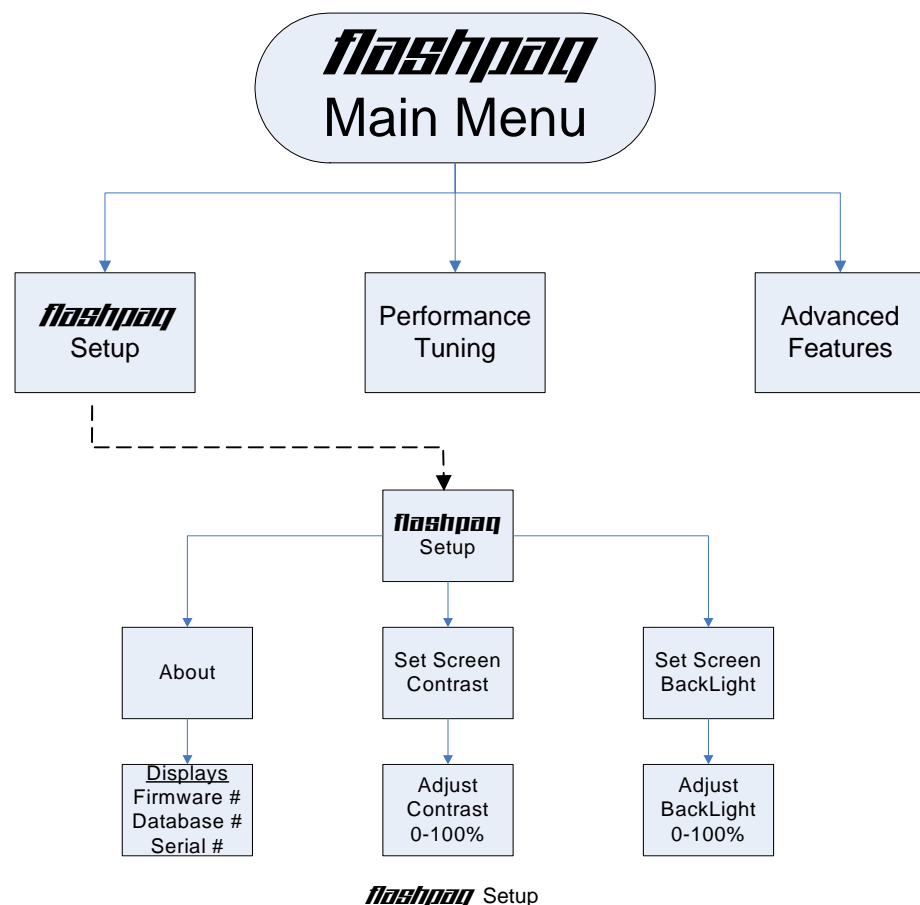
About: Displays Tuner Firmware Version, Database Version, Serial Number
Set Screen Contrast: Allows changes to screen text & graphics darkness
Set Screen BackLight: Allows changes to screen brightness level
  (Adjustable for extreme viewing situations – direct sunlight, nighttime, low lighting)

Section A – Overview of *flashpaq*

flashpaq
Main Menu

- *flashpaq* Setup
- Performance Tuning
- Advanced Features

Performance Tuning

- Read Vehicle
- Change Setup
- View Settings
- Program Vehicle

Read Vehicle

- Read Vehicle ID
- Read Stock

<u>Display</u> Vehicle ID

<u>Read</u> Stock Vehicle
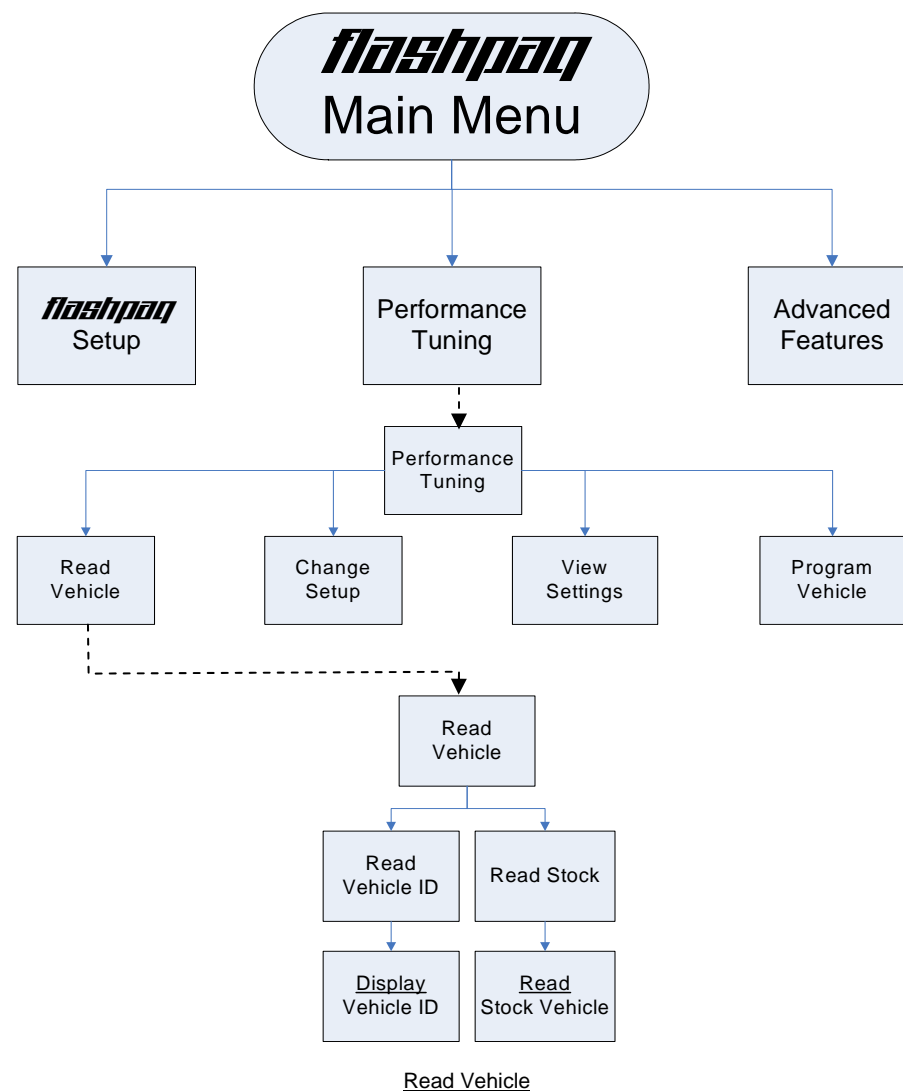
<u>Read Vehicle</u>

Display Vehicle ID: Displays vehicle identification from the connected vehicle
Read Stock Vehicle: Reads the factory stock file(s) from the connected vehicle

Section A – Overview of *flashpaq*

```
                    flashpaq
                   Main Menu

     flashpaq        Performance        Advanced
      Setup            Tuning           Features

                    Performance
                      Tuning

   Read          Change         View          Program
  Vehicle        Setup        Settings        Vehicle

                 Change
                 Setup

   Power Level

  Select        Select          Select
Performance   Performance       Stock
                  Tow

              Options     Tire Size    Adjust Height
                                         Min-Max
```
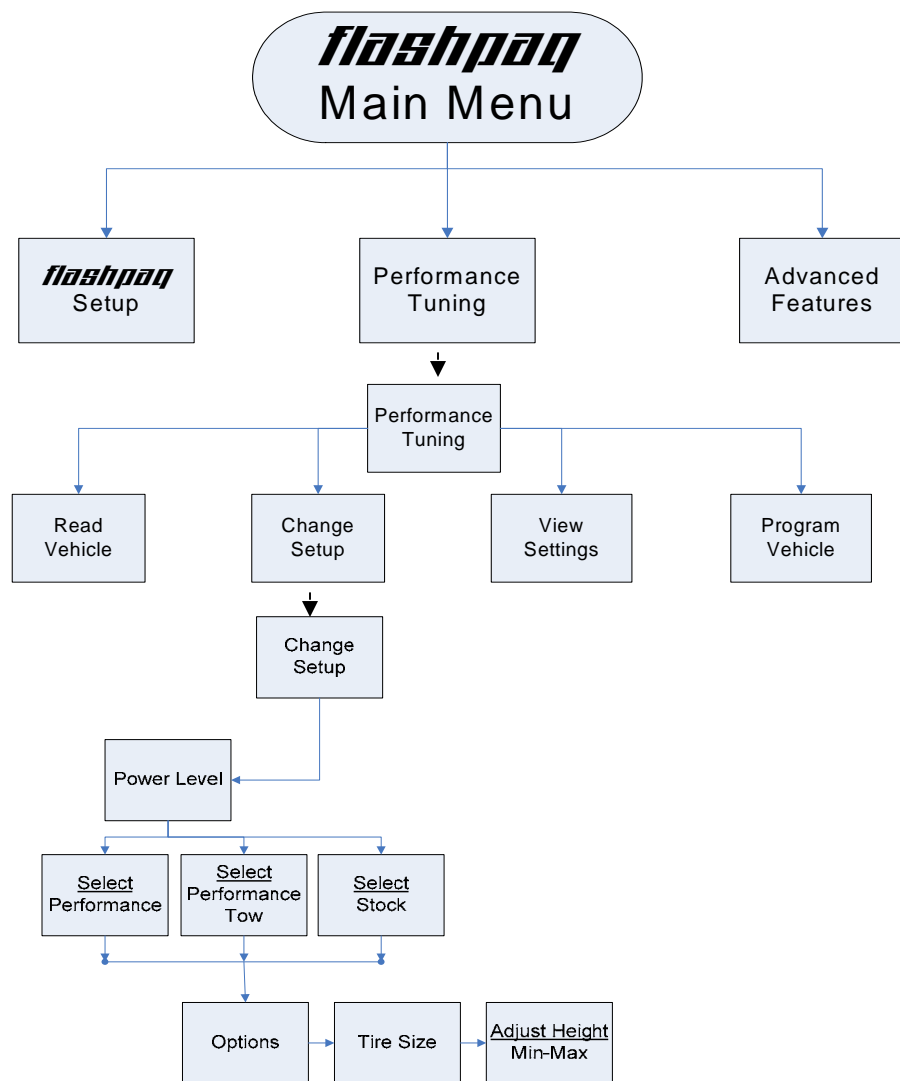
<u>Change Setup – Power Level</u>

Performance: Selects Superchips Performance tuning for engine & transmission
  Note: Towing is not recommended for the Performance tuning level.
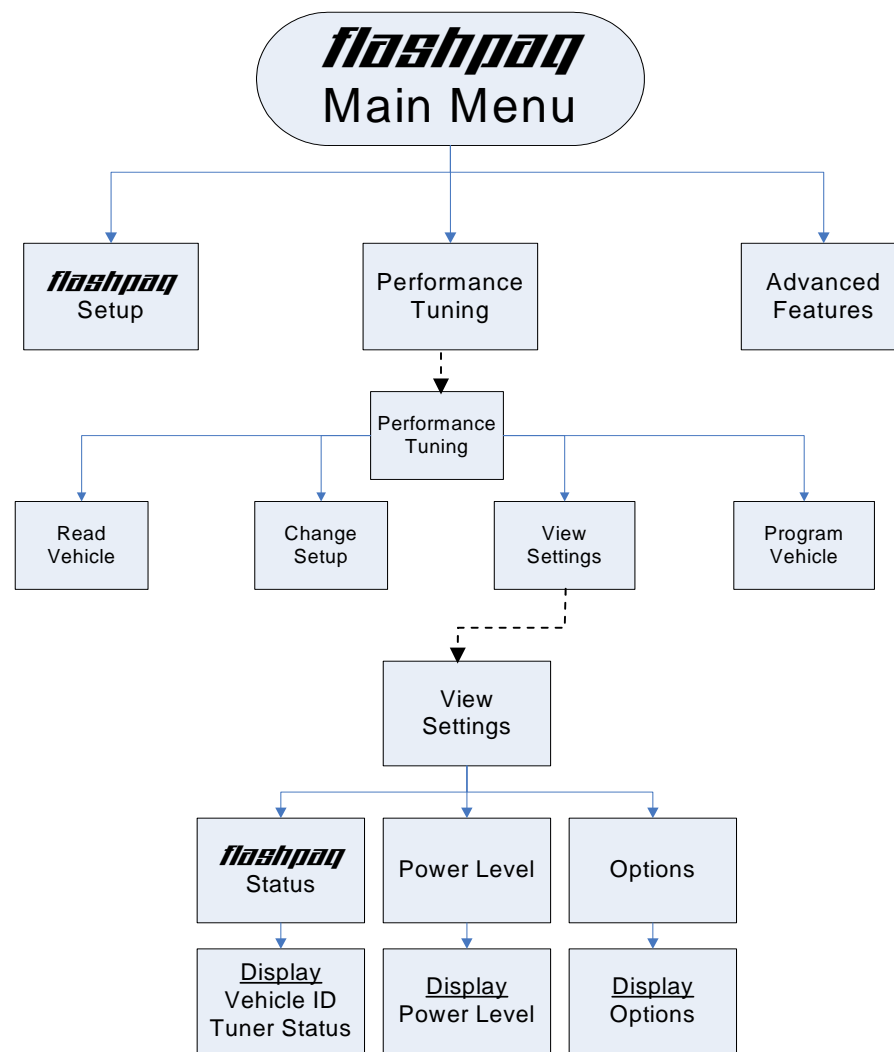Performance Tow: Selects Superchips Performance Tow tuning for engine & transmission
  Note: The Performance Tow tuning allows for towing up to the vehicle manufacturer's limits.
Stock: Selects factory stock tuning for engine & transmission.

<u>Change Setup – Options</u>

Tire Size - Adjust Height: Allows changes to vehicle tire height for speedometer correction.
  (Adjustable in ¼ inch increments)

Section A – Overview of *flashpaq*

```
                    flashpaq
                   Main Menu

     flashpaq        Performance        Advanced
      Setup            Tuning           Features

                    Performance
                      Tuning

   Read          Change         View          Program
  Vehicle        Setup        Settings        Vehicle

                                View
                              Settings

     flashpaq         Power Level        Options
      Status

     Display          Display            Display
   Vehicle ID       Power Level          Options
  Tuner Status
```

<u>View Settings</u>

Display Vehicle ID & Tuner Status: Displays stored vehicle ID & tuner programming status
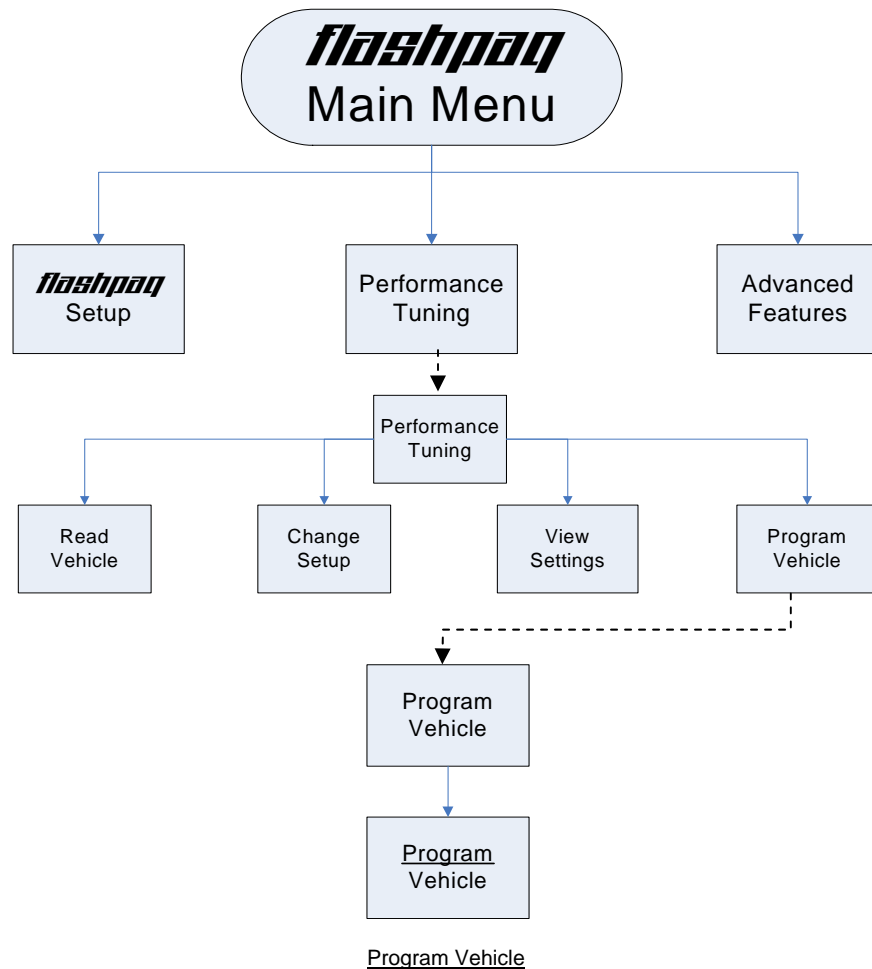 (This feature displays previously read data, no communications with the vehicle occur)
Display Power Level: Displays stored user selection from Change Setup - Power Level.
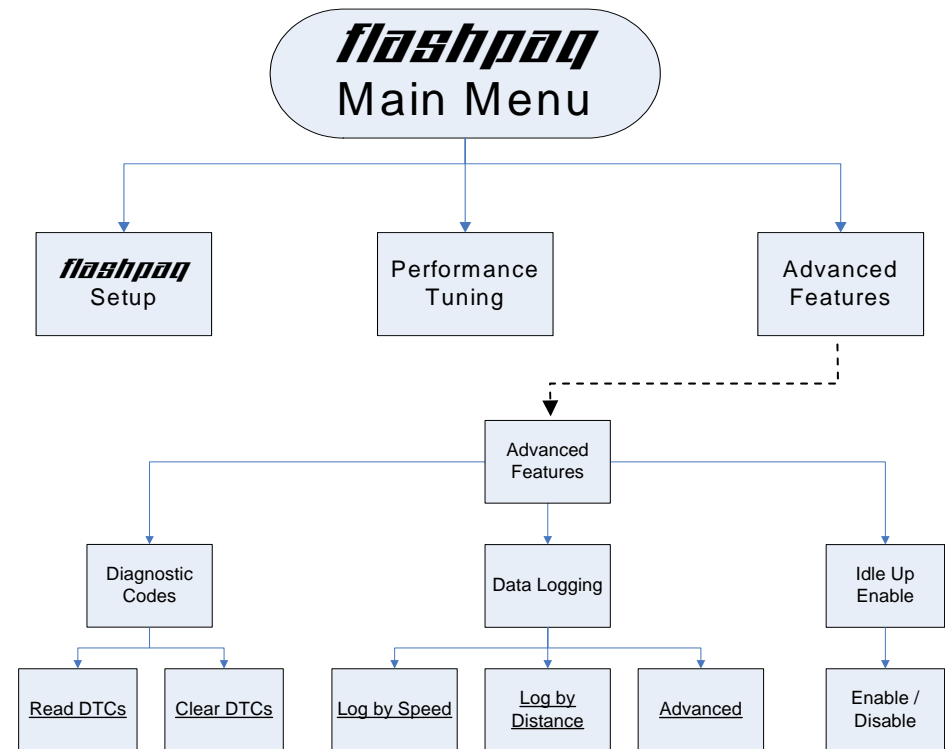 (This feature is for display only, to make changes see Performance Tuning - Change Setup)
Display Options: Displays current settings user has selected from Change Setup – Options.
  (This feature is for display only, to make changes see Performance Tuning - Change Setup)

Section A – Overview of *flashpaq*

flashpaq Main Menu

- **flashpaq Setup**
- **Performance Tuning**
- **Advanced Features**

Performance Tuning
- Read Vehicle
- Change Setup
- View Settings
- Program Vehicle

Program Vehicle

Program Vehicle

Program Vehicle

Program Vehicle: Programs vehicle based on Change Setup – <u>Power Level and Options.</u>
  (This feature is for live vehicle programming; an active vehicle connection to tuner is required.
  Superchips optimum tuning will be installed without modification unless the user changes
  settings in Power Level – Options)

Section A – Overview of *flashpaq*

flashpaq Main Menu

- **flashpaq Setup**
- **Performance Tuning**
- **Advanced Features**

Advanced Features
- Diagnostic Codes
  - Read DTCs
  - Clear DTCs
- Data Logging
  - Log by Speed
  - Log by Distance
  - Advanced
- Idle Up Enable
  - Enable / Disable

Advanced Features

Display DTC's: Reads & displays DTC's (Diagnostic Trouble Codes) from connected vehicle.
  (This feature is for live vehicle diagnostics; an active vehicle connection to tuner is required.
  Vehicle DTC's, if present, will be displayed along with a full text description, when available)
Clear DTC's: Clears current DTC's (Diagnostic Trouble Codes) from connected vehicle.
  (This feature is for live vehicle diagnostics; an active vehicle connection to tuner is required.
  Vehicle DTC's, if present, will be cleared. If DTC's reoccur, this could indicate a vehicle
  malfunction or problem condition)

Data Logging: Log onto www.flashpaq.com for additional updates containing Data Acquisition.
(Please visit us to ensure your product is always up to date with the latest & greatest!)

Idle Up Enable: This feature can be used to enable or disable Idle Up. When Idle Up is enabled,
  the engine idle speed can be adjusted up or down to a desired level. The adjustment is done in
  the vehicle using switches, such as the cruise control increase switch. Generally, adjusting the
  engine idle speed is used to warm up engines in colder temperatures or to provide additional
  power for external PTO devices.

Section B – (F.A.Q) Frequently Asked Questions

A. Blank Display Screen when plugged into vehicle
Solution: Your diagnostic port may share power with the radio/cluster/underhood lamp fuse.
Please check the owner manual & replace if bad, typically this fuse is labeled #51, 20 amp.

If a blown fuse is not found, check the pin connectors in your vehicle diagnostic connector.
Make sure that none of these pins have been pushed out of the connector body.
(Note: Typically not all pins are present in this connector)

If still no resolution, plug your FLASHPAQ Tuner into another Dodge truck or Jeep. If the
FLASHPAQ Tuner powers up, your truck has something wrong with either the pins/wiring
harness or there is still a blown fuse in that circuit of the vehicle.

If your FLASHPAQ Tuner fails to power up on a second Dodge truck or Jeep, call Superchips
Customer Service at 407-585-7000 to ask for a Return Authorization (RA) to send the
FLASHPAQ Tuner in for inspection.

B. FLASHPAQ 'Tuner Requires an Update'
Solution: Your FLASHPAQ Tuner does not have the calibration files necessary to tune your
vehicle; therefore a database update may be necessary.

   1)   Write down any screen prompted text, such as

        Tuner Requires
        an Update...

        Visit www.flashpaq.com

        Use Code #E-XX (XX=a two digit number)
              Or
        Use Code #T-XX (XX=a two digit number)

        Record this File
        Name: XXXXXXXXX
   2)   If you have internet access follow below, if not skip to step 4
   3)   From any PC running Windows XP, 2000 or higher
        a.   Connect to the internet
        b.   Go to www.flashpaq.com
        c.   Click 'New Users' or 'Existing Users' (if previously registered)
        d.   Follow on screen prompts
                i.   Install software drivers, as prompted
                ii.   Run the application to update your tuner
                iii.   Plug in your supplied USB cable to your PC
                iv.   When prompted by setup plug in the USB cable to Flashpaq
                v.   Close Internet
                vi.   Disconnect tuner
                vii.   Return to vehicle for programming
   4)   Call Superchips customer service and request a RA #
        a.   Follow the check list on the last page of this instruction manual
        b.   Ensure you fill out the form completely on the last page
        c.   Return ship the tuner to Superchips

Section B – (F.A.Q) Frequently Asked Questions

C. Vehicle Requires a Factory (Dealer) Update
If your FLASHPAQ Tuner has found your vehicle box code and it is problematic to tune, the
following messages will be displayed:

        Vehicle Requires
        a Factory Update

        Call Superchips!
        Use Code #E-XX (XX=a two digit number)

        Record this File
        Name: XXXXXXXXX

Solution: Superchips has found that some stock applications have numerous problems that
have been fixed with an updated stock program available from a dealer for your vehicle. An
update of the stock program in your vehicle is required before your FLASHPAQ Tuner may be
used on your vehicle.

You may call Superchips Customer Service for confirmation that a dealer updated file is
available and instructions about how to have the stock files for your vehicle updated. Write
down both the Code number (#E-XX) and the File Name XXXXXXXXXX and give this to the
Superchips customer service representative.

D. Unsupported application
If your particular vehicle or engine type is not currently supported by the FLASHPAQ Tuner,
the following error messages will be displayed:

        This application
        is unsupported

        currently! Call
        us if incorrect.

        Call Superchips!
        Use Code #E-36

Solution: Check year, model and engine to verify the FLASHPAQ Tuner being used is correct
for the application. If not, return it to the dealer from which it was purchased for the correct
FLASHPAQ Tuner. If the vehicle is correct for the FLASHPAQ Tuner being used please obtain
a Return Authorization (RA) See Step B, 4 in this section for details.

E. Non-Stock File Application
If the FLASHPAQ Tuner has checked your file and cannot match it to a stock file the following
messages will be displayed:

        Vehicle File is
        Not Stock...

        Call Superchips!
        Use Code #E-43

Solution: This may be because another programmer has been previously used to reprogram
the vehicle. The vehicle computer must be reprogrammed with a valid stock program before
trying to use the Superchips FLASHPAQ Tuner. You may call Superchips Customer Service
for instructions about how to have the stock files for your vehicle updated. Write down both the
Code number (#E-XX) and the File Name XXXXXXXXXX and give this to the Superchips
customer service representative. If you require a Return Authorization (RA), please See Step
B, 4 in this section for details.

Section B – (F.A.Q) Frequently Asked Questions

F. Locked Vin Number
As long as FLASHPAQ Tuner programming is in a vehicle, the tuner is "locked" to that vehicle. If an attempt is made to use your "locked" FLASHPAQ Tuner on a different vehicle the following messages will be displayed:

> **Locked VIN**
> **is mismatched!**
>
> **Not the Original**
> **Vehicle/Program**
>
> **Call Superchips!**
> **Use Code #E-37**

Solution: Return the original vehicle back to stock before using the FLASHPAQ Tuner on a different vehicle or purchase another FLASHPAQ Tuner for use on a second vehicle.

G. Not original Program ID
If the FLASHPAQ Tuner is "VIN locked" to a vehicle and that vehicle has been updated at the dealership to a different Box Code (identification number) without first using the FLASHPAQ Tuner to *Return the Vehicle to Stock,* the following messages will be displayed:

> **Not the Original**
> **Program ID**
>
> **Not the Original**
> **Vehicle/Program**
>
> **Call Superchips!**
> **Use Code #E-38**

Solution: Your FLASHPAQ Tuner can only be unlocked if it is able to return the 'VIN locked' vehicle to stock. Since a dealership has replaced Superchips tuning with updated stock tuning, you will need to visit www.flashpaq.com.

H: Checksum Error
If the FLASHPAQ Tuner is "VIN locked" to a vehicle and that vehicle has been updated at the dealership to the same Box Code (identification number) without first using the FLASHPAQ Tuner to *Return the Vehicle to Stock,* the following messages will be displayed:

> **Not the Original**
> **Program Checksum**
>
> **Not the Original**
> **Vehicle/Program**
>
> **Call Superchips!**
> **Use Code #E-39**

Solution: Your FLASHPAQ Tuner can only be unlocked if it is able to return the 'VIN locked' vehicle to stock. Since a dealership has replaced Superchips tuning with stock tuning, you will need to visit www.flashpaq.com.

I. Upload Error
If the FLASHPAQ Tuner cannot detect the ignition is in the on position the following messages will be displayed:

> **Problem with uploading!**
>
> **Please retry**
>
> **Call Superchips!**
> **Use Code #E-XX** (XX=a two digit number)

Solution: Make sure Ignition is ON *(DO NOT START VEHICLE!)*. Retry again. It is possible that your vehicle's battery charge is low, please check and correct, if necessary.

Section B – (F.A.Q) Frequently Asked Questions

J. Ignition ON Error
If the FLASHPAQ Tuner cannot detect that the ignition is in the ON position, the following messages will be displayed:

> **Cannot Detect**
> **Ignition On**
>
> **Please retry**
>
> **Call Superchips!**
> **Use Code #E-31**

Solution: Make sure Ignition key is turned completely forward in the ON position *(DO NOT START VEHICLE!)*. Check to see if pins are pushed out of the diagnostic connector. It is possible that your vehicle's battery charge is low, please check and correct, if necessary.

K. Communications Error
If the FLASHPAQ Tuner looses communications the following messages will be displayed:

> **Communications**
> **Error!!!**
>
> **Please retry**
>
> **Call Superchips!**
> **Use Code #E-XX**

Solution: Make sure Ignition is ON *(DO NOT START VEHICLE!)*. Retry again. It is possible that your vehicle's battery charge is low, please check and correct, if necessary. If it still fails, then contact Superchips. The FLASHPAQ Tuner will need to be returned to Superchips.

Frequently Asked Questions (F.A.Q.)

L. The FLASHPAQ Tuner did not program same number of files as saved
This is normal. The FLASHPAQ Tuner communicates with all the necessary modules on the vehicle to gain the information needed to correctly operate. It may be necessary to save additional files that are not programmed to allow for correct tuning.

M. My friend's truck has the same engine but programs or reads at different speeds.
Each vehicle configuration has been optimized to the fastest and safest method of operation. Your friend's truck may have different types of vehicle computers in his truck which may require more or less time to do certain operations.

N. Why do similar vehicle types have different numbers of files?
Even similar vehicles can have different configurations and quantities of computers. The FLASHPAQ Tuner communicates with all the necessary computer modules in the vehicle to gain the information needed to operate correctly.

O. My friend's truck has the same engine but is tuned differently, why?
Each vehicle configuration has been optimized for the best tuning. Your friend's truck may have different types of vehicle computers, thus requiring different tuning.

P. What is Idle Up Enable?
Idle Up Enable: This feature can be used to enable or disable Idle Up. When Idle Up is enabled, the engine idle speed can be adjusted up or down to a desired level. The adjustment is done in the vehicle using switches, such as the cruise control increase switch. Generally, adjusting the engine idle speed is used to warm up engines in colder temperatures or to provide additional power for external PTO devices.

Q. Can I use the Idle Up feature if my truck did not originally have this installed?
Yes, Superchips has created this feature to allow users to enable this function utilizing their Flashpaq tuner without having to go to the dealer to turn this feature on.

Recovery Procedure

In the event of a status code during a programming sequence, the FLASHPAQ Tuner will attempt to recover the vehicle to the original stock program. It is necessary to carefully follow the screen prompts, possibly requiring multiple "Ignition OFF" and "Ignition ON" sequences, to correctly return the vehicle to stock settings. See below for model year specific details.

2003 - 2005 Ram 5.9 L Cummins Recovery Procedure

Following the on screen prompts, turn ignition off, and *disconnect the fusible link.* Look for the (Blue wire labeled *'fuse link')* and follow it until you see the connector located near the battery. (Be aware this blue wire has other colors of wire connected to it). See picture below for detailed location of connector. When prompted, re-connect fusible link, then when prompted turn ignition back on.

Fusible Link (connector).

blue wire
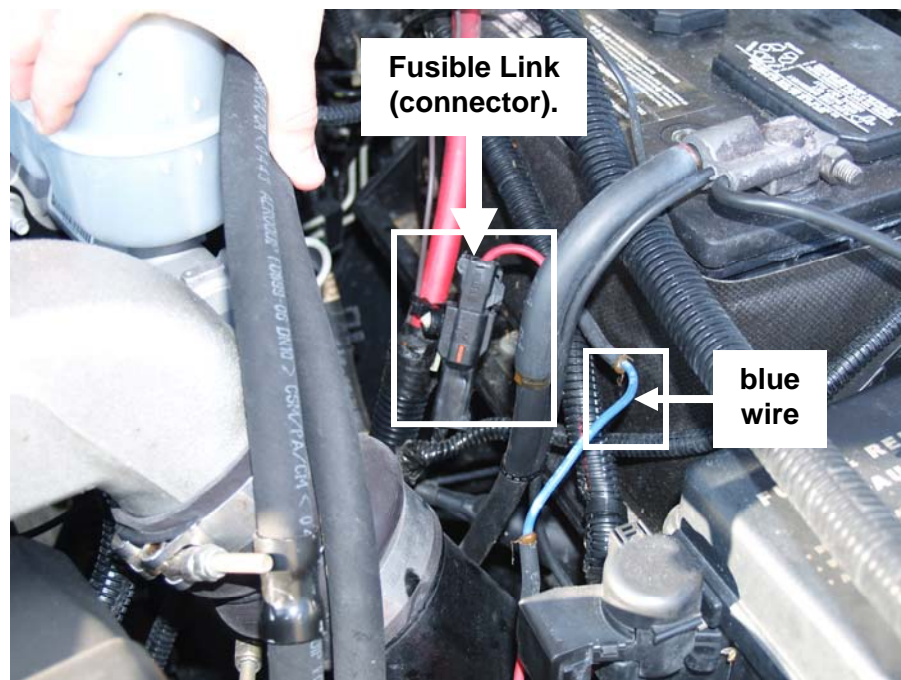
2006 - 2007 Ram 5.9 L Cummins Recovery procedure

Following the tuner's on screen prompts.

Status Notification

When recovery is completed your vehicle is returned to factory stock. You are now able to start your vehicle normally. You may now attempt to use the FLASHPAQ Tuner to program your vehicle again or to program another vehicle (the tuner is now reset and not locked to a vehicle). Follow the on-screen prompts. In the event that recovery is unsuccessful, or for any reason the FLASHPAQ Tuner fails to complete its programming cycle, a status message will be displayed on the unit. Please make note of the message displayed and contact Superchips Customer Service.

If it is necessary to return your **flashpaq** Tuner to Superchips, please take a moment to copy and fill out this form. The following information will be necessary to process your request.

Check list:
☐ Complete this form and have it available when you contact Superchips.
☐ Contact Superchips Customer Service @ 407.585.7000 to obtain an RA number.
☐ If an RA number has been issued, enter the RA number on the bottom of this form.
☐ Attach a photocopy of your purchase receipt to this form.
☐ Attach this form to the product being returned to Superchips.

Name:_____

Street Address: _____

City: _____ **State**: _____ **Zip**: _____

Home Phone:_____ **Other phone**: _____

Place of purchase: _____

Date of Purchase: _____

Vehicle Year: _____ **Vehicle Make**: _____

Vehicle Model: _____

VIN Number: _____

Transmission: ☐ **Automatic**   ☐ **Manual**

Tuner model: _____

Serial number on back of flashpaq Tuner: _____

E-mail address: _____

If in "Needs Update" Mode or there is a Status Message Please List:	
File/Status #1:	
File/Status #2:	
File/Status #3:	

RA Number:_____

Prior to returning any product to Superchips, you must obtain an RA number; please contact Superchips customer service at 407.585.7000.

Please attach a photocopy of sales receipt here.